**Member Experience Rep**

**Role:**

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

**Essential Functions & Responsibilities:**

* Receives and processes basic and advanced customer financial transactions including deposits, withdrawals, loan payments, transfers from member accounts as directed, research inquiries, and maintaining member records. Balancing of cash drawer and daily transactions as well as ITM and vault replenishments and balancing.
* Identifies and develops cross sell opportunities with members and nonmembers of the credit union. Knowledgeable in all member service products to include loans, deposits, transaction accounts and other credit union services.
* Welcomes members and provides routine information concerning services and directs member to appropriate department for specific information and service.
* Performs a variety of miscellaneous tasks including typing, scanning computer input and answering the telephone.
* Performs other job related duties as assigned.

**Knowledge and Skills:**

**Experience:** One year or more of similar or related experience.

**Education:**  A high school education or GED.

**Interpersonal Skills:** Work involves extensive personal contact with others and is of a personal or sensitive nature. Motivating, influencing, and/or training others is key at this level. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.

**Other Skills:** Ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.

**Physical Requirements:** Finger Dexterity: Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.   
Talking: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.   
Average Hearing: Able to hear average or normal conversations and receive ordinary information.   
Repetitive Motion: Movements frequently and regularly required using the wrists, hands, and/or fingers.   
Average Visual Abilities: Average, ordinary visual acuity necessary to prepare or inspect documents or products, or operate machinery.   
Physical Strength: Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)   
  
Mental Activities and Requirements of This Position:  
Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.   
Mathematics Ability: Ability to perform basic math skills and use decimals to compute ratios and percents, and draw and interpret graphs.   
Language Ability: Ability to use passive vocabulary of 5-6,000 words; read at a slow rate; and define unfamiliar words in dictionaries for meaning, spelling, and pronunciation.

**Work Environment:**  No hazardous or significantly unpleasant conditions (such as in a typical office). Position is not eligible to work remotely.

**Please send resume to:** [**careers@rrcu.org**](mailto:careers@rrcu.org) **or River Region Credit Union, Attn: Human Resources, 3124 W. Edgewood Drive, Jefferson City, MO 65109**